

State of Rhode Island and Providence Plantations
INFORMATION RESOURCES MANAGEMENT BOARD
Meeting Report

Date/Place: August 29, 2002/Department of Administration Building, Providence

Members/Representatives Present: Howard Boksenbaum, OLIS (Acting Chair); Maggie Dziadkiewicz, OHE; Michael Hogan, RI House Policy; Janet Levesque, RILOCAT; Dexter Merry, Public Telecommunications Authority; Thomas Mullaney, DOA—Budget Office; Marvin Perry, DLT; Bruce Reirden, Care New England; Don Wolfe, Member-at-Large

Members/Representatives Absent: Edward Giroux, Secretary of State's Office; Nicholas Leporacci, MHRH; Joseph Pangborn, DOE; Raymond McKay, City of Warwick; James R. Monti, Jr., West Warwick School District; Joan Ress Reeves, Library Board of RI; A.T. Wall, DOC; Christopher Wessells, URI

Other Attendees: Warren Angell/Pam Annarummo, DEM; Carol Ciotola (recording secretary), OLIS; Carrie Gott, NEI; Dr. Daniel Greenwood, MIT

Chair's Report: Mr. Boksenbaum reported that: (1) While the state's budget situation is not yet settled, it appears that OLIS may be able to continue baseline support for agency systems. He was asked on behalf of OLIS to sign scope-of-work contracts for FY 2003 with each of the agencies for which OLIS provides services. There are approximately 130 agencies that are billed each month with only two staff persons in the administrative office to process these bills. While attempting to negotiate contracts, it is clear that agencies have severe downward pressure on their budgets. When that happens, agencies look to accommodate the budget in two areas: personnel turnover and information technology. OLIS operates all central IT on a rotary budget, accommodating cuts made elsewhere, then charging back to agencies what it cost OLIS. (2) On a positive note, some networking efforts would benefit from Homeland Security federal funds. He was asked to create a multi-agency committee to work with OLIS and the Rhode Island Emergency Management Advisory Council to determine what course of action to take in designing a network to facilitate communications in time of disaster. Federal funds have been received, and the first task will be to hire a consultant to inventory what is in place with respect to networks, followed shortly with an assessment of what will be needed. The committee agreed that anything built would be used on a daily basis, as well as during emergency situations, and that the state would build on what it has. A design and plan for a new radio—voice and data—network will be created for backup, while simultaneously conducting an inventory and assessment. This is the communications end of what OLIS does in information resources management. (3) This distributed article was taken from *STATE TECH* magazine entitled "Opinion: E-Government." It was written by Jake Kirchner who reviewed the Websites of each of the 50 states and provided comment. His comments about Rhode Island's Website were positive.

- With respect to the budgetary situation, Mr. Reirden asked if the Board should present a resolution to request agencies to seek information technology as a way to attain greater agency efficiency. Mr. Boksenbaum urged the Board to wait until after the Annual Report is presented to the Governor and the General Assembly.

Portal Review Committee Report—Ms. Gott distributed and reviewed this report. Part of her review focused on the Division of Taxation, Sales and Withholding Tax Filings service, for which she was requesting Board approval of the convenience fees. The Division had asked that the convenience fee be taken from the statutory fees collected, instead of adding this cost to the payer. There is legislation in place to allow the Division to handle convenience fees in this manner. The 50-cent convenience fee would enable the Division to direct all EFT filings through the portal. She noted that the Division is interested in eventually putting all of its tax filings on the portal, including income tax filings. Mr. Boksenbaum informed the Board that the Portal Review Committee had voted to recommend approval of the convenience fees for this service. The question of whether the state was measuring return on investment for this service was raised at that meeting. Subsequently, he spoke with Robert Godin in Taxation to see if he could make use of a graduate student from URI to perform a study in this

regard. Mr. Godin replied that he was aware of other agencies that have done such studies. He noted that by collecting fees via EFTs, money is placed into the state's bank account three days before manual collection of the same fees could be placed into the same account. Therefore, he was confident that there are additional revenue savings just because the money is getting into the state's bank account sooner, and that those savings alone would more than cover the convenience fee. Mr. Boksenbaum viewed this as a landmark service of the portal. Signage of the Sub-Servicing Agreement is in process.

Mr. Merry moved to:

Approve the Convenience Fee Recommendations for Division of Taxation Tax Filings and Payments Services.

Mr. Reirden seconded the motion, and it was unanimously approved.

Mr. Boksenbaum announced that the Secretary of State's Office is planning to place a kiosk in every city and town hall in the state. They will be hooked up to the Internet via a Cox connection. The Board will be notified when the first kiosk is to be installed. The Secretary of State is interested in partnering with RI.gov as this project is implemented.

Annual Report/Five-Year Plan—Mr. Wolfe distributed and reviewed a final draft of the "Fifth Annual Progress Report to Governor Lincoln Almond and the Rhode Island General Assembly." It was toned down since the last version, since he views this as a very important document for the incoming administration.

- Mr. Perry felt that it is an honest document that states what the Board needs to say.
- To insure that all Board members have a chance to review this document before it is finalized, Mr. Boksenbaum suggested that the membership receive a copy of it via e-mail with a request to provide comments to him or Mr. Wolfe no later than September 10. Members concurred.
- Ms. Levesque suggested that a 2001 date be added to the month of April (page 7, first line under the "Five-Year Plan" heading) to avoid ambiguity. Members concurred.

By unanimous consent the Board approved the Annual Report; and failing receipt of any drastic changes, the Annual Report Committee—Don Wolf and Howard Boksenbaum—were authorized to make final edits and forward it to the Governor and the General Assembly.

- Mr. Reirden suggested that the Board send this report with a cover letter to the Governor and the General Assembly to highlight areas such as RI-SAIL and the Information Technology Operations Center. He felt that special attention should be called to these items, because the state is putting itself at risk by not addressing them. Mr. Wolfe thought this to be a good idea. Mr. Reirden noted that since it can be documented that the portal is saving the state money and creating revenue, he felt that these savings/revenues should be used to support technology initiatives. He offered to draft the letter for members' review. Members accepted his offer.
- Mr. Angell suggested that the Board request support letters from department heads. He will request one from the Director of DEM. It was agreed that Mr. Boksenbaum would contact the Cabinet-level directors in this regard.

Next Meeting—Thursday, September 19, 2002, DOA—Conference Room "B" (2d floor).

The Awards ceremony to present the MIT/Accenture Digital Government Award followed the meeting. Dr. Daniel Greenwood from MIT presented this award to Robert L. Carl, Jr., Ph.D., Director of the Department of Administration. In addition to the Board members, Dr. Greenwood and Dr. Carl, those in attendance for this ceremony included: Colleen Caron, Ph.D.—DOH; Peter Dennehy, Esq., Labor Relations—DOA; Donna DiMichele, Sheila Carlson and Beth Perry, OLIS—DOA; and Barbara Weaver